

STATATISICAL COMPARISONS BETWEEN THE 2013, 2014, & 2015 Surveys

Part One Responses - Addison Police Department

1. How would you rate the overall performance of the police department?

2013 (Good/Excellent) = 86%

2014 (Good/Excellent) = 86%

2015 (Good/Excellent) = 86%

2. How would you describe your feelings of safety and security within Addison as a whole?

2013 (Good/Excellent) = 75%

2014 (Good/Excellent) = 77%

2015 (Good/Excellent) = 81% (+4)

3. Overall competence of the Addison Police Department employees?

2013 (Good/Excellent) = 84%

2014 (Good/Excellent) = 89%

2015 (Good/Excellent) = 88% (-1)

Part Two Responses – Rating Patrol, Records, and Communications

Patrol

1. The attitude and behavior of the officers were?

2013 (Good/Excellent) = 86%

2014 (Good/Excellent) = 91%

2015 (Good/Excellent) = 93% (+2)

2. How would you describe the officer's helpfulness and attempts to solve the problem?

2013 (Good/Excellent) = 86%

2014(Good/Excellent) = 82%

2015 (Good/Excellent) = 88% (+6)

3. How would you describe the officer's professional courtesy and his or ability to put you at ease?

2013 (Good/Excellent) = 86%

2014 (Good/Excellent) = 85%

2015 (Good/Excellent) = 94% (+9)

Records Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2013 (Good/Excellent) = 89%

2014 (Good/Excellent) = 91%

2015 (Good/Excellent) = 68% (-23)

2. How would you describe the person's helpfulness and attempts to serve you?

2013 (Good/Excellent) = 93%

2014 (Good/Excellent) = 81%

2015 (Good/Excellent) = 67% (-14)

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2013 (Good/Excellent) = 88%

2014 (Good/Excellent) = 86%

2015 (Good/Excellent) = 87% (+1)

Communications Personnel

1. How would you describe the person's attitude and behavior towards citizens?

2013 (Good/Excellent) = 86%

2014 (Good/Excellent) = 89%

2015 (Good/Excellent) = 92% (+3)

2. How would you describe the person's helpfulness and attempts to solve the problem?

2013 (Good/Excellent) = 86%

2014 (Good/Excellent) = 96%

2015 (Good/Excellent) = 90% (-6)

3. How would you describe the person's professional courtesy and his or her ability to put you at ease?

2013 (Good/Excellent) = 81%

2014 (Good/Excellent) = 86%

2015 (Good/Excellent) = 93% (+7)

Part Three Responses - Programs

1. Have you visited our website, www.addisonpoliceillinois.org?

15% (+3)

2. Are you aware of Addison's Community Oriented Policing Philosophy?

28% (+6)